

Guidance for trainers

Enhanced dementia practice for social workers and other professionals

Online resource



<http://workforcesolutions.sssc.uk.com/enhanced-dementia-practice>

Understanding
dementia

Personal
outcomes

Working
with carers

Health and
wellbeing

Rights, support
and protection

Supportive
environments

About this guidance

This guidance accompanies the online resource **Enhanced dementia practice for social workers and other professionals**. It is for trainers working with newly qualified social workers (NQSW), social workers and other professionals who work in adult care and community care settings, particularly as frontline practitioners and team managers. The guidance shows you how you can use the online resource to enhance practice across your team or organisation. The online resource also provides valuable learning for other professionals including managers, social care and social work educators and assessors and allied health practitioners and can be used to evidence ongoing professional development. NQSW, social workers and other social service professionals can use the online resource to evidence their Scottish Social Services Council (SSSC) post registration training and learning.

The Promoting Excellence learning framework defines the knowledge, skills and values workers must hold to improve the experience of care and support for people with dementia, their families and carers. Promoting Excellence has four levels of knowledge and skills - informed, skilled, enhanced and expertise.

We recommend people using the online resource have experience of dementia care and support and hold the knowledge and skills set out at **informed** and **skilled** levels of the Promoting Excellence framework. Our aspiration is that in future, social workers, and other social service workers leaving higher and further education courses, will gain core dementia knowledge and skills when undertaking their qualification and if relevant to their role will progress through the skilled and enhanced levels of dementia practice in the workplace.



Enhanced

The enhanced dementia practice level outlines the knowledge and skills required by workers that have more regular and intense contact with people with dementia, provide specific interventions or manage services.

Recognition and thanks

We are grateful to members of the Scottish Dementia Working Group and the National Dementia Carers Action Network for sharing their personal stories within the online resource. Their willingness to share, and to support the development of a more skilled and knowledgeable workforce, truly marks them out as citizen leaders.

The support of social service Dementia Champions and Ambassadors in developing this resource in the context of current practice has also been much valued and appreciated.



This guidance includes:

- why we made the online resource
- what's in the online resource
- learning material within the online resource
- how you can use the online resource to enhance practice across your team or organisation:
 1. using the online resource in self-directed learning
 2. using the online resource in facilitated learning sessions
 3. using the online resource in informal group learning settings.

Why we made the online resource

The online resource forms part of a range of learning resources the SSSC and NHS Education for Scotland (NES) produced to support the implementation of the Promoting Excellence learning framework and the Standards of Care for Dementia in Scotland. Find out more at: www.sssc.uk.com/promotingexcellence

promotingexcellence

Promoting Excellence encourages learning which contributes to significant changes in the way we work with people with dementia, their families and carers. Supporting workers to enhance dementia knowledge, skills and practice is one of the ways we can work together to make sure people with dementia and those close to them experience a better quality of life throughout their journey.

Within the first year of post-qualifying practice with adults, social workers will increasingly work with people with dementia, their families and carers in a range of settings and with a range of partners across health, social services, integrated services, the independent sector, third sector, housing and communities. People with dementia need workers who understand how dementia affects them, who will promote their rights

and quality of life, who embrace high standards of care and support, and who can protect them if necessary.

Qualified social workers play a vital role as care managers, service commissioners, service purchasers, service co-ordinators and advocates. The statutory nature of social work practice, and the specific SSSC requirements for post registration training and learning for NQSW and existing qualified social workers, are central to the online resource.

What's in the online resource

The online resource has six sections which can be worked through individually or as a whole:

- understanding dementia
- personal outcomes – valued relationships and community connections
- working with carers
- health and wellbeing
- rights, support and protection
- supportive environments.

On the following pages we briefly describe what's covered in each section alongside the intended learning outcomes. Examining the outcomes before starting will help you to establish prior learning in your team or organisation, and carry out an analysis of existing strengths and key learning needs. This will help you to reflect on how to use the online resource to achieve the expectations outlined within the enhanced dementia practice level of Promoting Excellence.

Each section introduces people living with dementia and people who have cared for, or who continue to care for people living with dementia. You should take a moment to read through their stories within the introduction section online as their testimonies are a significant part of the learning experience. Each section contains a mixture of personal stories, filmed drama, quotations, key facts, activities and links to key resources.

Learning material within the online resource

Understanding dementia

Dementia takes many forms and affects people in many different ways. It is this difference and diversity that must be understood by social workers and other professionals working with people as they assess each individual's experiences and plan for the future together. The outcomes desired and set by people with dementia and those closest to them must continue to drive our practice to make sure each person's journey through dementia is supported by competent and confident practitioners at all stages.

This section will help you to develop your knowledge about dementia, to identify how dementia may present and to understand how dementia is experienced by individuals and those who support them.

After working through this section of the online resource workers will be able to:

1. recognise and support individuals, families and carers through the complex issues and feelings surrounding a diagnosis of dementia
2. understand the range of physical conditions that can be associated with the different types of dementia, for example visual difficulties or vascular conditions
3. identify and understand the impact and implications of different forms of dementia on individuals with diverse abilities, backgrounds and needs
4. appraise and become familiar with a range of tools and resources to support assessment of skills, memory, orientation and cognition
5. recognise a range of pharmacological and non pharmacological treatments and supports which may enhance quality of life for a person with dementia.

Personal outcomes - valued relationships and community connections

A national focus on an outcomes approach to assessment, planning and review requires the workforce to shift engagement with people who use services away from service led approaches and towards more personalised, person-centred ways of working. Personal outcomes, valued relationships and community connections are therefore central to the ethos and philosophy of practice as we go forward. The strengths, capacity and resilience of individuals must be continually recognised and promoted, building upon natural support systems and much wider community based resources.

After working through this section of the online resource workers will be able to:

1. understand and apply person-centred, personalised and personal outcome focused approaches in working with individuals, families and carers
2. support people with dementia, their families and carers to exercise choice over support, including through self-directed support
3. recognise the potential impact of social isolation and facilitate continued engagement in social roles, relationships and activities
4. support individuals to maximise their independence at all stages of their dementia journey.

Working with carers

One of the six national Standards of Care for Dementia in Scotland states:

'I have the right to have carers who are well supported and educated about dementia'.

Caring Together: the Carers Strategy for Scotland 2010-2015 identifies key roles for the SSSC and NES to make sure health and social service workers are aware of carers and know how to work with them as partners. The SSSC and NES developed **Core Principles for Working with Carers and Young Carers**, alongside a knowledge and skills framework. This programme, titled **Equal Partners in Care (EpiC)**, forms the basis of this section and will be an immense source of support to social workers throughout their practice.

After working through this section of the online resource workers will be able to:

1. understand the possible causes of family distress linked to the emotional impact of the symptoms of dementia
2. understand the role of families and carers who support people with dementia and demonstrate commitment to their right to assessment and support to promote their own health and wellbeing
3. use Carer's Assessments to facilitate outcomes focused conversations with carers.

Health and wellbeing

This section is designed to enhance your learning on all types of wellbeing. Promoting Excellence supports your learning by encouraging you to think about the importance of a holistic approach to health and wellbeing across all stages of a person's dementia journey.

After working through this section of the online resource workers will be able to:

1. examine and recognise the signs of dementia and other mental and physical health issues including depression and delirium
2. facilitate access to appropriate local specialist professionals and services for psychological, pharmacological and community based assessment, advice and/or support
3. support the person with dementia to maximise their strengths and signpost to activities and resources which promote wellbeing for themselves, their families and carers
4. recognise and understand the causes and signs of stress and distress for the person with dementia, their families and carers and the psychological, psycho-social and environmental interventions which may alleviate or prevent this occurring
5. recognise and promote best practice in palliative and end of life care.



Rights, support and protection

This section recognises the legal and rights based frameworks in which social workers and other professionals operate. There is a central focus on the Adults with Incapacity (Scotland) Act 2000 and the Adult Support and Protection (Scotland) Act 2007. The role of the social worker is examined including how it relates to the work of the mental health officer (MHO).

This section:

- explores how the primary Scottish legislative frameworks support and protect people with dementia, their families and carers
- explores the Acts that are concerned with adults with mental disorders and their links and relationships
- incorporates a focus on rights, applying the Charter of Rights for People with Dementia in Scotland and carer's rights
- examines the role of the social worker in supporting people with dementia to exercise their rights and to be supported and protected
- includes lessons from recent relevant Mental Welfare Commission (MWC) publications.

There is a significant amount of information presented in this section and a variety of different opportunities to test your knowledge both in the case studies and general questions presented in the text, and in the filmed examples in the **developing your practice** section.

After working through this section of the online resource workers will be able to:

1. understand and support the human and legal rights of people with dementia to make decisions, to exercise choice, to take risks and to be regarded as equal
2. demonstrate detailed knowledge and application of the key provisions of the Mental Health (Care and Treatment) (Scotland) Act (2003), Adults with Incapacity Act (2000), Adult Support and Protection Act (2007) and their application in relation to people with dementia, their families and carers
3. understand and demonstrate how legislation can contribute to person-centred planning for people with dementia
4. understand and implement legislation and policy relating to Human Rights and Equalities in relation to people with dementia
5. understand and apply appropriate measures and safeguards for people with dementia.

Supportive environments

The concept of a supportive environment has many applications, many of which will be relevant to workers if their role involves supporting people with dementia, their families and carers in the following activities:

- accessing services and peer support
- having an active and valued role in the community
- feeling safe and secure
- risk enablement and independent living
- making use of assistive and innovative technologies
- making environmental adaptations.

All types of environment which may be considered as supportive are considered, including dementia friendly design. Learning activities in **developing your practice** are structured around the suggested key resources and the use of a virtual care home environment which was developed by the Dementia Services Development Centre (the section links to the full virtual care home environment, which we encourage learners to explore). The key resources support you to learn about the range of available assistive and innovative technologies which are making a difference to people's lives.

After working through this section of the online resource workers will be able to:

1. identify and assess appropriate assistive and innovative technologies, telehealthcare and environmental adaptations, which will support improved quality of life at all stages of an individual's dementia journey while recognising associated issues of rights and choice
2. recognise and reflect the contribution of a range of community based resources and peer support as additions/alternatives to relevant professional services in personalised and outcomes focused assessment and support planning
3. recognise how environments may be perceived by a person with dementia and address inherent challenges with individuals, carers, services and relevant professionals.

Within each section there are three areas containing learning material to help development of knowledge and skills.



Developing your practice

Here you will find filmed drama of Ellen and George, both of whom are characters you will already be familiar with from the **Informed about Dementia DVD and Dementia Skilled-Improving Practice resource**. These short dramas follow Ellen and George further into their journey, introduce social worker Shirley, and show examples of contact between practitioners and people with dementia and their carers.

After each video there is a learning activity to complete. You can type in your answers before either saving or printing. Saved forms can be emailed to a mentor or supervisor.



Living the life

Each section contains videos filmed with members of the Scottish Dementia Working Group, and the National Dementia Carers Action Network. As well as being an integral part of the online resource, you can use these videos to support other existing learning activities within your organisation. The films provide a vital insight into what it is like to have dementia, and the experience of using services before, during and after a diagnosis. The films also help learners recognise the important role carers and families have in the lives of people with dementia not only as providers of care and support but also as friends, companions, advocates, and sources of shared experience and identity.

Key resources

Workers should access a range of key resources to develop enhanced level practice. The resources in this section of the online resource are not an exhaustive list, they are a starting point. We will update these as necessary. We hope learners will strive to look for new resources in addition to the range on offer.



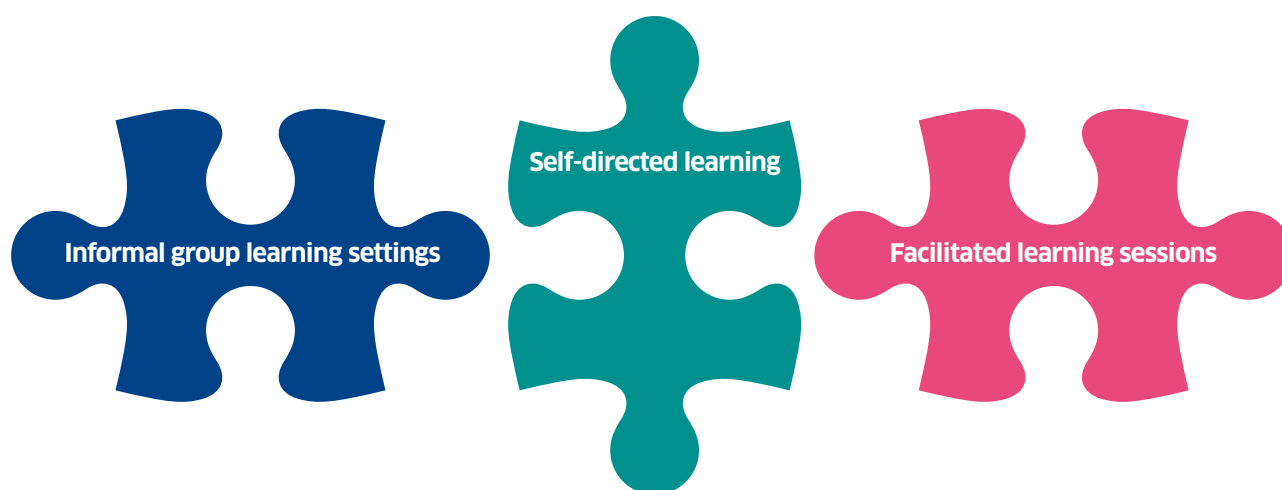
How you can use the online resource to enhance practice across your team or organisation

You can use the resource in the way that suits you, your team, your practice setting and your organisation. Remember before you begin to facilitate the resource we recommend you first examine the learning outcomes within each section to establish existing strengths within your team or organisation, as well as key learning needs.

The activities that appear throughout the sections will play a key part in enabling learners to develop and reflect on the knowledge, skills and values that are essential for practising at the enhanced level of the Promoting Excellence framework.

You can use the resource for individual learning, learning in pairs, small groups/ teams, in facilitated learning events, or in a combination of these methods. Over the next two pages we've put together some examples to support you, your team or your organisation to understand how this learning fits into your overall way of working. We have also included references to some of the relevant **SSSC Codes of Practice for Social Service Workers and Employers**.

Whichever approach you favour, we recommend that you include an element of group learning to support you and others to put your experiences into a broader context and enhance your learning.



We want to hear from you

We are keen to find out how you are using the online resource and what difference it has made to your team as a way of supporting dementia learning and development.

If you wish to get in touch with us please contact: promotingexcellence@sssc.uk.com



Using the online resource in self-directed learning

As part of individual study, learners across a variety of disciplines can work through the resource to explore key resources and reflect on the scenarios and information in relation to their own practice.

How?

- Save answers and reflections on the activity questions as a personal and professional record of development.
- Share with someone who has the capacity to discuss or give advice, such as a peer mentor or line manager.

Why?

- To develop essential knowledge and skills as part of an induction into an enhanced practice role, for example as care manager or mental health officer.

- To demonstrate post registration training and learning to uphold registration with the SSSC or other professional body, for example to demonstrate learning for the adult support and protection requirement.
- To support improved practice with people using services, and within multi-disciplinary team work.
- To evidence ongoing professional development in line with the **SSSC Codes of Practice**.
- To generate evidence of personal capability within the **Continuous Learning Framework**, and to validate and improve the quality of individual practice.

Relevant SSSC Codes of Practice for Social Service Workers:

- 6** As a social service worker you must be accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.

This includes:

- 6.1** Meeting relevant standards of practice and working in a lawful, safe and effective way.
- 6.8** Undertaking relevant training to maintain and improve your knowledge and skills and contributing to the learning and development of others.



Using the online resource in facilitated learning sessions

You can view and discuss the dramas, personal stories and activities in a facilitated learning environment. Someone who is familiar with the online resource should facilitate the learning sessions. They don't need to be at the enhanced level of dementia practice themselves, providing they are skilled at facilitating the learning of others.

How?

- In dedicated learning sessions for newly qualified social workers, for example many local authorities provide regular development sessions for this group facilitated by trainers and experienced practitioners.
- In house dementia training and learning workshops to support organisational approach to continuous learning.

Why?

- To support the development of a portfolio of evidence to work towards post-qualifying awards.
- To support on going professional development in line with **SSSC Codes of Practice**.

Using the online resource in informal group learning settings

You can view or discuss the resource in less formal learning settings, where there is an opportunity for a 'bite sized' approach to learning that suits the work environment. Drama and personal stories can be viewed, or the written transcript can be used to support discussions.

How?

- In discussion groups with colleagues or other newly qualified professionals at team meetings, workshops or study sessions.
- With line manager to, for example, support agency appraisal and review procedures.
- As part of individual or group supervision.

Why?

- To evidence ongoing professional development in line with **SSSC Codes of Practice**.
- To support inter-agency and multi-disciplinary joint learning.

Relevant SSSC Codes of Practice for Employers of Social Service Workers

- 3** As a social service employer, you must provide training and development opportunities to enable social service workers to strengthen and develop their skills and knowledge.

This includes:

- 3.1** Providing induction, training and development opportunities to help social service workers do their jobs effectively and prepare for new and changing roles and responsibilities.

See also SSSC Codes of Practice for Social Service Employers codes 1.4, 1.5, 3.2, 3.3, 3.4.

Here are more useful resources from the SSSC:

Step into Leadership

Step into Leadership provides you with access to tools and resources to help you explore the concept of leadership at all levels and develop your own leadership capability.

www.stepintoleadership.info

Continuous Learning Framework

The Continuous Learning Framework (CLF) is for all social service workers and organisations. The CLF's personal capabilities describe positive behaviours which are based around awareness of values and understanding of relationships. Social service workers can evidence these capabilities at work to validate and improve the quality of their practise. Use of the CLF also generates reflective dialogues that can be used in personal and professional development.

www.continuouslearningframework.com

Workforce Solutions

Workforce Solutions is your one stop shop for tools and resources to help social service workers and employers be the best they can. It includes the Career Development Toolkit, an induction section, the Care and Support Services Career Pathways, recognition of prior learning materials, the Early Years and Child Care resource, the National Occupational Standards (NOS) Navigator and more.

<http://workforcesolutions.sssc.uk.com>

SSSC News online

Keep up to date with news from the SSSC and the Scottish social service sector at SSSC News online, the SSSC's online magazine.

www.ssscnews.uk.com

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